



Leave It On Or Turn It Off?

If you're wondering when to turn your computer off for energy savings, here are some general guidelines from the U.S. Department of Energy.

Personal computers use about the same amount of energy to start up as they use when they are on for about two seconds. If you aren't going to use your PC for more than 20 minutes, turn off the monitor. And if you aren't going to use your PC for more than two hours, turn off both the CPU and monitor.

Many PCs today come with a power-down, or "sleep mode." ENERGY STAR® qualified computers power down to a sleep mode that uses about 70% less power than without power management features. But you must set it up through your system software.

Screen savers are not energy savers, and the power-down feature may not work if you have a screen saver activated.

Having Difficulty Paying Your Energy Bill?

If you have fallen behind in your natural gas and electric bill payments, please contact AmerenCIPS to see how we can help. For payment arrangements, call 1-888-789-2477. For agency assistance, call 1-800-252-8643.

Certified for Excellence!

AmerenCIPS Contact Center Gains National Recognition

The AmerenCIPS customer contact center in Pawnee, Ill., has been officially certified by J.D. Power and Associates for providing "An Outstanding Customer Service Experience." The AmerenCIPS center joins the AmerenCILCO and AmerenUE contact centers in earning this prestigious distinction. At the time this certification became effective, Feb. 1, 2006, Ameren centers were among a select few electric or gas utility companies nationwide to receive J.D. Power and Associates Call Center Certification.

The first phase of the certification process involved a two-day on-site visit by J.D. Power and Associates auditors. The auditors conducted interviews with a wide range of employees from several different departments that all have a role in customer satisfaction and service. During this phase, AmerenCIPS also provided numerous documents for the auditors' review. The second phase involved a customer satisfaction survey in which customers rated the contact center agents on such qualities as courtesy, knowledge and concern for their customers' needs.

The certification period is one year. After that, re-certification will depend on the results of another customer satisfaction survey.

"J.D. Power and Associates certification is a tremendous honor for our customer contact center colleagues because very few

other utility companies have achieved this distinction," says Scott Cisel, president, Illinois Energy Delivery. "This achievement is reflective of a strong commitment to excellence by everyone involved. The recognition clearly demonstrates the great amount of concern, sensitivity and respect we have for our customers."

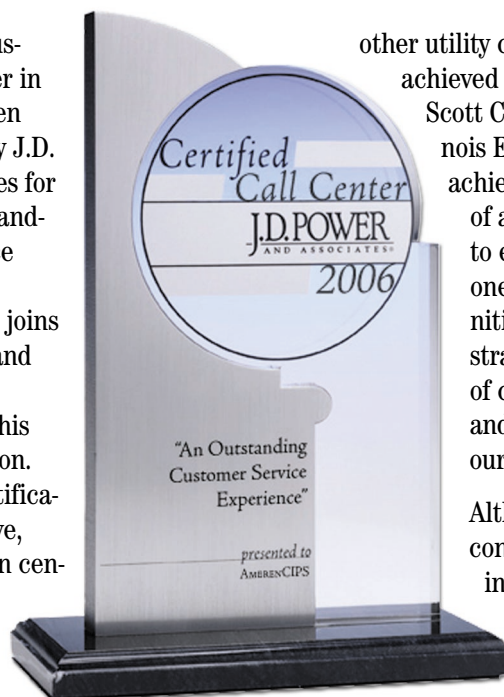
Although the customer contact center is located in Pawnee, it handles customer service phone calls from throughout the

AmerenCIPS and AmerenCILCO service areas. Contact center agents receive extensive training in all aspects of the companies' business. They also have sophisticated computer systems to enable them to respond to customer questions and requests in a timely and efficient manner — helping to keep "wait" times to a minimum.

For maximum speed and convenience, customers who call AmerenCIPS may use an automated menu to report power outages and conduct certain routine business without having to talk with an AmerenCIPS agent. As a further convenience, many services are also available through the Ameren Web site:

www.ameren.com.

For J.D. Power and Associates Certified Call Center ProgramSM information, visit www.jdpower.com or call 1-866-842-7548.





Help Your Trees Handle Stormy Weather

Tree limbs that blow into power lines or entire trees that fall over — taking power lines down with them — are among the top causes of electric power outages. To help reduce the problem, AmerenCIPS has an extensive tree-trimming and vegetation management program along power line routes. But you can help, too.

Spring is a great time to inspect trees on your property for signs of damage or decay that could cause trouble for nearby power lines in the event of a storm.

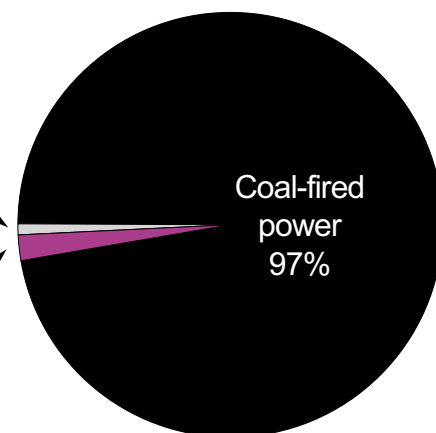
Your trees will stay healthier if dead, weakened or partially attached branches are pruned each year. But don't try to trim trees near power lines yourself! If there's any question, call AmerenCIPS for an inspection of your tree and line situation.

For tips on vegetation management, including how to select the "right tree for the right location," visit the Ameren Web site, www.ameren.com, and click on "Environment."

Sources of electricity supplied for the 12 months ending December 31, 2005

Unknown resources purchased from other companies 1%

Natural gas-fired power 2%



Sources of electricity supplied for the 12 months ending December 31, 2005	Percentage of total
Biomass power	0%
Coal-fired power	97%
Hydro power	0%
Natural gas-fired power	2%
Nuclear power	0%
Oil-fired power	0%
Solar power	0%
Wind power	0%
Other resources	0%
Unknown resources purchased from other companies	1%
TOTAL	100%

AVERAGE AMOUNTS OF EMISSIONS and AMOUNT OF NUCLEAR WASTE per 1000 kilowatt-hours (kWhs) PRODUCED from KNOWN¹ sources for the 12 months ending December 31, 2005

Carbon Dioxide	2,002 lbs
Nitrogen Oxides	2.04 lbs
Sulfur Dioxide	8.80 lbs
High-Level Nuclear Waste	0 lbs
Low-Level Nuclear Waste	0 ft ³

Footnote

¹ 1 % of the total electricity supplied was purchased from other suppliers and the amounts of emissions and amount of nuclear waste attributable to producing this electricity is not known and is not included in this table.

Additional information on companies selling electrical power in Illinois may be found at the Illinois Commerce Commission's Web site (www.icc.state.il.us).

AmerenCIPS Customer Service Numbers

Residential: **1.888.789.2477**
Former AmerenUE
Customers: **1.800.346.2477**
Business: **1.877.426.3736**

Suspected gas leak:
1.888.789.2477
TDD for hearing-impaired:
1.800.526.0857

Underground locating (JULIE): **1.800.892.0123**
Speed Pay information:
1.866.729.2477